

VA PORTLAND HEALTHCARE SYSTEM

VA MISSION Act Update

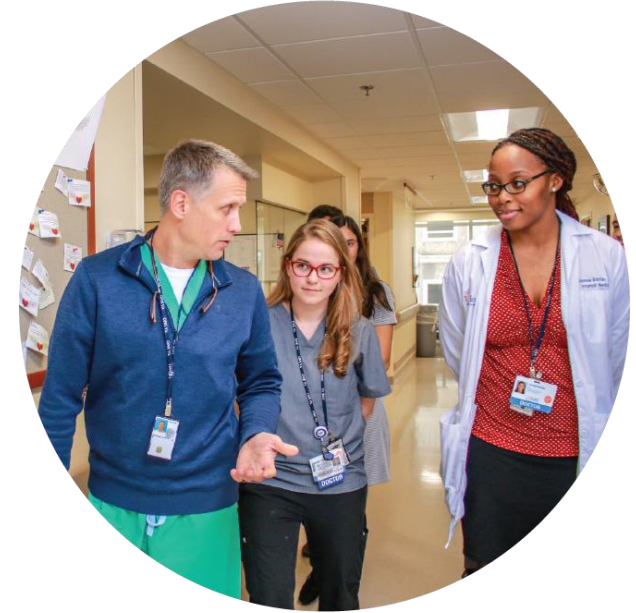
Tiffany Anderson BSN, RN, Acting Director, Community Care
Rachel Scarpelli MSN, RN, Asst. Manager, Community Care

VA MISSION Act of 2018

Your Care is Our Mission

- **MISSION Act Updates**

- Eligibility Review
- TriWest got CCN contract
- Emergency Care Update
- Urgent Care Update
- VA or Community: Informed decision making



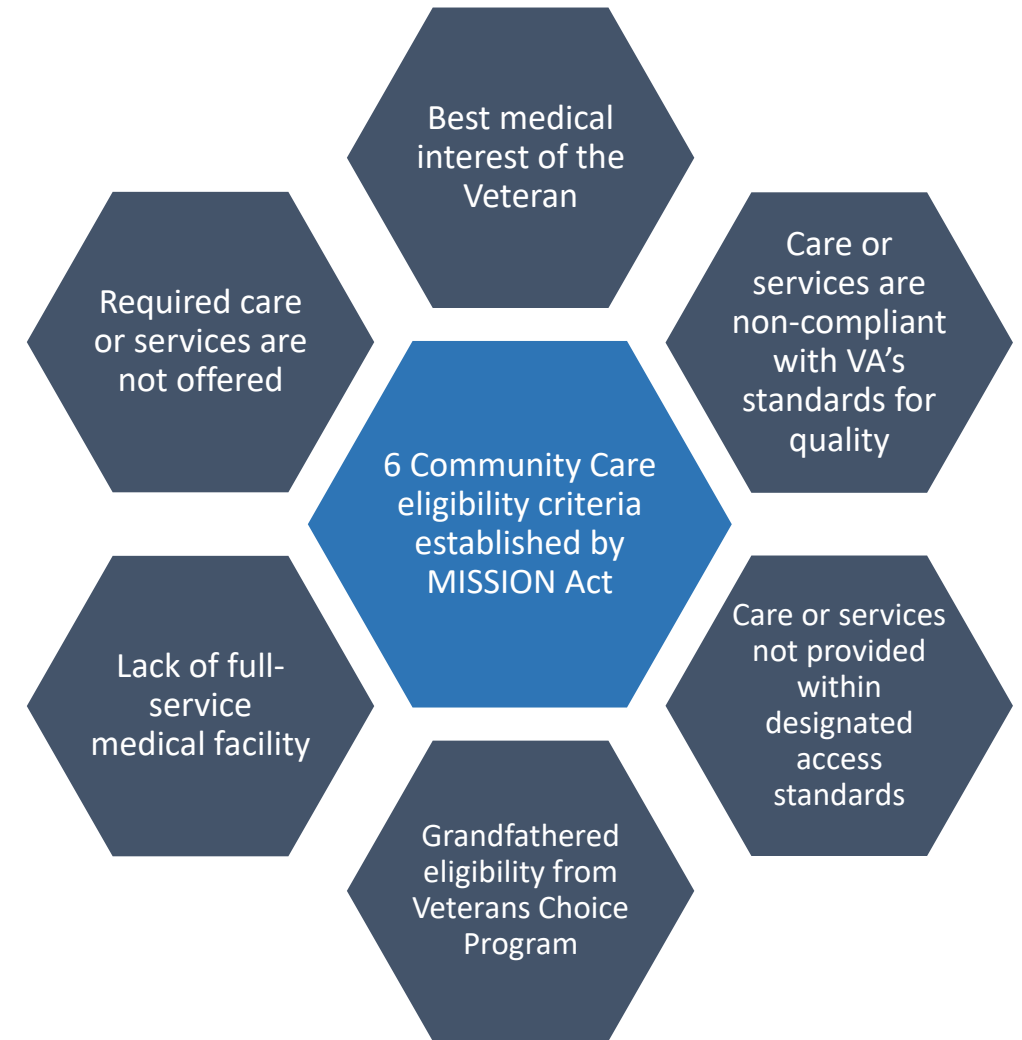
Reminder: Community Care Eligibility

1. Access Standards

ACCESS STANDARDS	Primary Care, Mental Health, Non-institutional Extended Care	Specialty Care
Drive Time	30 minutes	60 minutes
Wait Time	20 days	28 days

2. Service Unavailable

3. Grandfathered from Choice 40

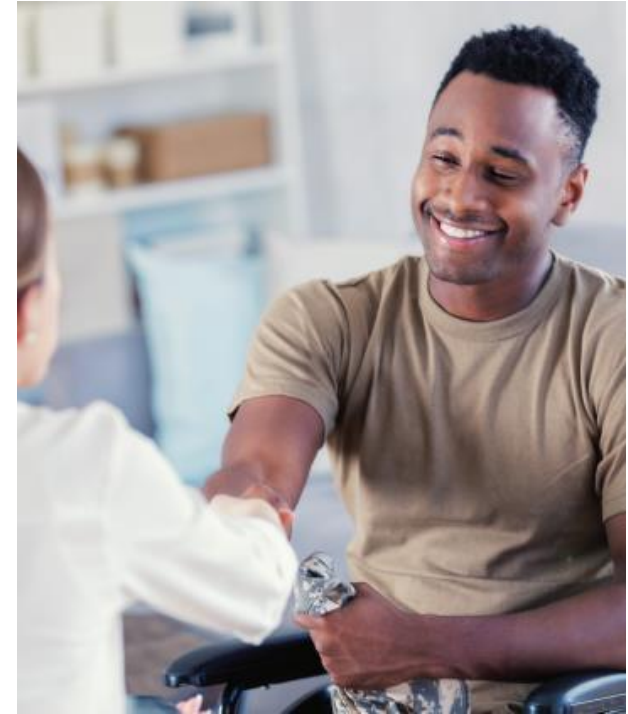


Community Care Eligibility Continued...

4. Best Medical Interest

5. No full-service VA within your state

6. Quality of care within VA is sub-par (Still in development)



TriWest Healthcare Alliance

- <http://www.triwest.com/>



Home Veteran Services Behavioral Health Provider VA Staff About Careers News Contact

TriWest
HEALTHCARE ALLIANCE

TriWest Awarded Next Generation VA Contract

CCN Region 4

TriWest Healthcare Alliance is humbled to have been awarded the Community Care Network (CCN) contract for Region 4 and we look forward to continuing to serve the health care needs of our nation's Veterans.

[Learn more »](#)



Veteran Services

TriWest is honored to administer the Department of Veterans Affairs (VA) Community Care programs and provide access to health care for our nation's Veterans.



Provider

Information for providers on filing claims and navigating the Department of Veterans Affairs (VA) Community Care programs.

[I'm a Provider »](#)



Behavioral Health

Find information and tools to recognize signs of stress, depression, PTSD, substance use disorders and more for yourself or a loved one.

[Learn more »](#)



Join Provider Network

Are you a provider interested in serving our nation's Veterans? Join the more than 1,000,000 provider access points (and growing) who are already in the TriWest network.

[Sign up now »](#)



Choose  **VA**

Community Care: Prior-Authorized Care



- Standardized Episodes of Care (SEOC)
 - List of prior-authorized services that accompanies each referral
 - Specialty specific
- Secondary Authorization Request (SAR)
 - Process for your provider to refer you for other services *not* already included on initial SEOC
 - Transition to RFS (Request for Service) form
 - Will replace SAR-unknown timeframe



Choose **VA**

Emergency Care



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- Some of the self-presenting Veterans may have their care pre-approved under 38 U.S.C 1703 if they meet certain criteria
- If ER care does not meet eligibility criteria for pre approved ER care VA payment office will review for 1725/1728 eligibility when the claim is received

Emergency Room Care Update: Eligibility Criteria

- Services covered under medical benefits package
- Enrolled Veteran or exempt from enrollment
- VA must be notified within 72 hours from the beginning of the ER care
- VA and other federal facilities were not feasibly available
- Care must be provided by an in-network provider
- A prudent layperson reasonably expects that a delay in seeking immediate medical attention would be hazardous to life or death
- Care is provided until the point of stabilization was met, transferred to VA or beds/services unavailable at VA

Urgent Care Update

<https://vaurgentcarelocator.triwest.com/>

In-network facilities:

- June 2019: 18
- October 2019: 50

VA Urgent Care and Retail Locations

Find an urgent care and retail location near a specific address or ZIP code, or search by VA Facility.

Search by Address Search by VA Facility Search by ZIP Code

To begin, choose your state and VA Facility in the search fields below.

Select State/Territory Select VA Facility Select Mile Radius

Oregon Bend VA Clinic 100 Search

Search Results: In the search results below, click on the name of the location to highlight it on the map. [Call urgent care for hours of operation.](#)

- 1 MOUNTAIN MEDICAL IMMEDIATE CARE**
1302 NE 3rd St Bend, OR 97701
541-388-7799
Distance 1.94 miles
Directions
- 2 FAMILY CHOICE URGENT CARE**
108 NW Sisemore St STE 120 Bend, OR 97703
541-213-2133
Distance 2.66 miles
Directions
- 3 ASHER COMMUNITY HEALTH CENTER**
712 Jay St Fossil, OR 97830
541-763-2725
Distance 82.43 miles
Directions
- 4 SAMARITAN LEBANON COMMUNITY HOSPITAL**
525 N Santiam Hwy Lebanon, OR 97355
541-258-2101
Distance 87.89 miles
Directions
- 5 URGENT CARE OREGON LLC MOLALLA**
861 W Main St Molalla, OR 97038
503-829-7374
Distance 80.84 miles

Displaying 6 of 6 Results

Urgent Care Clinic Retail Location VA Facility

Urgent Care: Pharmacy

- Pharmacy Network is Express Scripts
- Over 100 pharmacies
 - 14 day supply, 7 for opioids
 - No refills
 - No copays should be charged
 - SSN is Member ID
- Express Scripts Helpdesk, 24/7: 1-800-922-1557



Choose VA or Community?

Overall goal is to help you as the Veteran make an informed decision whether or not to receive care at the VA or in the community



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Helpful Information

Community Care Office: **360-759-1674**

- 1 for Claims or Billing questions
- 2 for Community Care appointments
- 3 for VA appointments
- 4 for Pharmacy questions
- 5 for Travel questions
- 6 for Enrollment questions

TriWest: **855-722-2838**

VA Pharmacy fax: 360-905-1767

<https://www.va.gov/>



Choose **VA**

Questions?

We are honored to serve you!

